

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Social & Rehabilitation Services		9. Position Number K0204909		10. Budget Program Number	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Social Work Supervisor		
3. Division Family Services			12. Proposed Class Title		
4. Section Prevention & Protection Services			13. Allocation		
5. Unit			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) City Topeka County Shawnee			15. By Approved		
7. (Circle appropriate time) Full Time X Perm X Inter Part Time Temp %			16. Audit Date: By: Date: By:		
8. Regular Hours (circle appropriate time) Monday-Friday From: 8:00 am AM/PM AM To: 5:00 pm AM/PM PM			17. Position Reviews Date: By:		

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position supervises a service delivery team comprised of social workers and support staff which is responsible for investigating child abuse and neglect, making referrals to contract agencies, providing family services, requesting removal of children from home as needed to ensure safety, and providing independent living services. This position provides leadership, policy and procedure expertise, and social work direction to PPS staff and serves as a coach of an integrated service delivery team to ensure customers are served in a holistic manner. This position participates in reviewing, planning, and implementing program policies, procedures, and guidelines. In addition, this position participates in hiring and provides training for staff in the PPS program.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name:

Nicole Goodwin

Title:

Public Services Executive I

Position Number:

K0162719

Who evaluates the work of an incumbent in this position.

Name:

Same as above

Title:

Position Number:

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

This employee has a great deal of independence with substantial latitude in determining the manner in which duties are carried out. The employee reports regularly to the Program Administrator of Children and Family Services thru supervisory conferences and other informal contacts to discuss work progress and to problem solve new or complicated situations that require consultation and advice. Agency policy and procedures manuals and professional practice materials are available and utilized to assist in carrying out assignments and in making critical decisions. Work assignments are made in general terms and the employee is responsible for carrying out duties using best practice and policy guidelines and professional judgment.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
() Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
() Major program failure, major property loss, or serious injury of incapacitation.
(X) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No. % E OR M

100% Professional Attitude:

While performing your tasks (listed in Item #21 of this position description) as a representative of the Department for Children & Families, you are expected to:

- Demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance, including the individual and families seeking services from the agency, community, partners, state and community leaders, and your fellow employees and volunteers within the agency;
- Demonstrate an attitude of respect. (i.e. be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls or emails within a reasonable period of time (as defined by your supervisor or program policy), process requests for service as quickly as possible, allow the client to direct his or her services, etc.;
- Encourage individuals to identify and fulfill their own responsibilities;
- Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult customers;
- Provide information and service to those seeking your assistance. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them.

Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee within Family Services.

1 55% E

Provides supervision and direction for PPS staff responsible for abuse/neglect investigations. Provides social work supervision and consultation for all cases assigned to the unit. Social work guidance is provided in, but not limited to, the areas of assessment, safety planning, case finding determination, intervention identification, service provision, and case closure. Ensures that case assessments and plans are being done appropriately and timely. Ensures service needs of families, children, and youths are met. Monitors case outcomes to ensure that agency objectives are met. Utilizes agency data systems, including KIDS, KIPS, FACTS, NYTD and KAECSSES to assign, monitor, and evaluate unit work and to obtain information regarding customer involvement with the agency.

2 15% E

Receives and interprets program policies and procedures. Provides input in formulating policies and procedures. Assists in developing and implementing regional processes to enhance service delivery and improve outcomes. Participates on regional and state level policy work groups when requested. Shares and explains policies and procedures with staff. Implements procedures to assure that unit work is accomplished in accordance with state/local policies and procedures.

3 10% E

Coordinates unit work with other DCF units and programs, contracting agencies, and other service providers. Participates as part of the region's leadership team and demonstrates leadership within the unit. Plans, schedules, and holds integrated services meetings to review cases, ensure identification and provision of needed services, and identify referral needs. Supports Family Services and provides guidance to staff. Facilitates cooperative positive relationships between programs.

4 10% E

Participates in hiring and training staff. Tracks staff's completion of all mandatory training within established timeframes. Identifies and/or provides additional training to assist staff in effectively and correctly carrying out assigned work. Evaluates job performance utilizing the Performance Management Process (PMP) in a timely manner. Develops improvement plans and/or profession development plans for staff as needed. Recommends personnel actions in accordance with Human Resource policy as appropriate.

5 5% E

Actively pursues enhancement of professional skills. Develops and maintains current knowledge of best practice in child welfare and adult protective services. Utilizes available training and other professional development resources to enhance knowledge and skills.

6 5% E

Participates in community coalitions and planning groups. Builds and maintains positive relationships within the community and promotes a positive image of DCF. Assists in identification of service gaps in the community and participates in community service development and coordination.

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to perform essential functions of the position could result in serious harm, injury, or death of a child or unnecessary removal from the home and separation from the family with resulting emotional trauma. Failure to ensure appropriate service delivery for Independent Living youth could impact the youth's safety and/or ability to develop the skills necessary to live independently as adults and could limit the youth's access to agency and community resources. Failure to correctly interpret policy or monitor work could result in failure of program audits, fiscal sanctions, or risk of legal liability.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
(X) Plans, staffs, evaluates, and directs work of employees of a work unit.
() Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title	Position/KIPPS Number
Social Worker Specialist	K0057154
Social Worker Specialist	K0063838
Social Worker Specialist	K0067777
Social Worker Specialist	K0072350
Social Worker Specialist	K0074891
Social Worker Specialist	K0076978
Social Worker Specialist	K0136068
Social Worker Specialist	K0162830
Special Investigator I	K0162815
Human Services Assistant	K0158097
Human Services Assistant	K0163117

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact is made with other agency staff including administrative, supervisory, professional, and support personnel for the purpose of directing activities, receiving instructions and information, and resolving questions and problems. Frequent contact is made with customers or other community organizations to provide information about agency programs and procedures and to answers questions and resolve issues. Contacts with the community will include law enforcement, child welfare and other community providers, court officials, schools, and medical providers.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Working with hostile and resistive customers and other community persons. Stress resulting from dealing with life threatening situations, timeframe expectations, and a high volume of work. The work schedule may involve contacts with children, families, and others outside of agency hours.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Extensive use of telephone, personal computer, copier, fax and general office equipment are required daily. Automobile travel and a driver's license are required.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

Licensed to practice social work in the State of Kansas and one year of experience as a social worker.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

Social Work license issued by the State of Kansas Behavioral Sciences Regulatory Board.

Valid driver's license

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

Must pass background checks

C. List preferred education or experience that may be used to screen applicants.

Knowledge of theory and practice of social work with emphasis on family systems and intervention, knowledge of principals and concepts of social work supervision, social assessment and planning skills, ability to direct and evaluate the work of unit staff, Knowledge of crisis intervention techniques. Ability to function consistently under pressure. Ability to exercise sound judgment independently with little supervision. Strong leadership skills.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

This work requires light physical exertion. The employee may be required to perform handling activities (stooping, bending, and lifting) with lightweight or easily movable objects (books, case files, boxes of office supplies); perform moving activities for brief periods; operate light equipment; perform repetitive motions for brief periods. Daily use of computer. This position communicates verbally when working with external and internal customers and peers, and uses a computer in order to gather and enter information. Employee will be required to operate a motor vehicle to travel to/from meetings, training, community activities.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

Active listening skills, ability to diffuse difficult situations when dealing with unstable or hostile customers in unstructured environments. Must work closely with staff and be able to assess and assist with potentially critical and or dangerous situations and involve law enforcement as needed. Employees are instructed to use standard safety devices available for machinery and equipment, e.g. wrist rests for computer keyboards, seatbelts in automobiles, etc. When traveling staff are instructed to take precautions that ensure their safety and the safety and welfare of those being transported. Employees are to execute strict key control for agency facilities and lock all doors after normal duty hours. Employees are instructed to maintain environmental awareness during field work to avoid or otherwise prevent/minimize unsafe situations or contact with unsafe persons. Strict confidentiality requirements must be maintained.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date